Electronic Wait List for Scheduling 5.3
Inter-Facility Transfer

RELEASE NOTES

Patch SD*5.3*415

July 2005

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I. Introduction

The Electronic Wait List (EWL) and Patient Care Management Module (PCMM) Enhancement team would like to announce the release of patch SD*5.3*415 for EWL/PCMM Enhancements Phase II. This patch will implement functionality for the transfer of EWL patients to another facility:

II. Description of Functionality

This patch enhances Scheduling and EWL (Electronic Wait List) functionality, providing a means to select a local EWL entry and request a transfer to another facility. Selected EWL and patient demographic data will be sent to the destination where they can be recorded on that system. Once the details have been entered at the destination, an acknowledgement is returned and the patient's EWL entry is closed.

The function is maintained via two main applications, Inter-Facility Transfer Request and Inter-Facility Transfer Accept, accessible from a new menu option, Wait List (Sch/PCMM) Utilities. A print option Print Transfer Requests is available from the menu option, Wait List (Sch/PCMM) Reports.

Notifications of significant events in the progress of a request are sent to a locally maintained Mail Group defined in this patch. Therefore, it is important that the Mail Group members are added at the earliest opportunity.

A new Server Option, SDWL Transfer Message Server, manages messaging between the facilities.

III. Installation and Implementation

Specific information pertaining to the installation of this patch can be found in the patch description and section referred to as 'INSTALLATION INSTRUCTIONS' in patch SD*5.3*415. Implementation will be seamless after the installation of the patch. Any implementation training should be scheduled at the site if required.

IV. Data Dictionary Modifications

Two new files are added:
- SDWL TRANSFER REQUEST (#409.35) and
- SDWL TRANSFER ACCEPT (#409.36).

SDWL TRANSFER REQUEST holds the details of EWL entries selected for transfer. It also holds the destination institution, user-edited comments, the date and time the request was made, who made the request and the status of the request.

SDWL TRANSFER REQUEST (#409.35)		
Number	Name	Type
.01	WAIT LIST ENTRY	Pointer to SD WAIT LIST (#409.3)
1	STATION NUMBER	Numeric
2	TRANSMISSION DATE/TIME	DATE
3	STATUS	Set of codes
4	Requestor	Pointer to NEW PERSON (#200)
5	COMMENT	Word processing
6	RECEIVING FACILITY TRANSFER ID	Free text. The internal entry number to #409.35 on the destination system.
7	ACCEPTING PERSON	Free text. From the destination facility's NEW PERSON file (#200)

SDWL TRANSFER ACCEPT is a temporary holding file for the details being transferred. Once these details have been entered onto the system, the file is removed. In the main, they are the external values of a selection of fields from the PATIENT file (#2) and SD WAIT LIST file (#409.3). Where the references are to files that are universally valid, pointers to the relevant entry are sent.

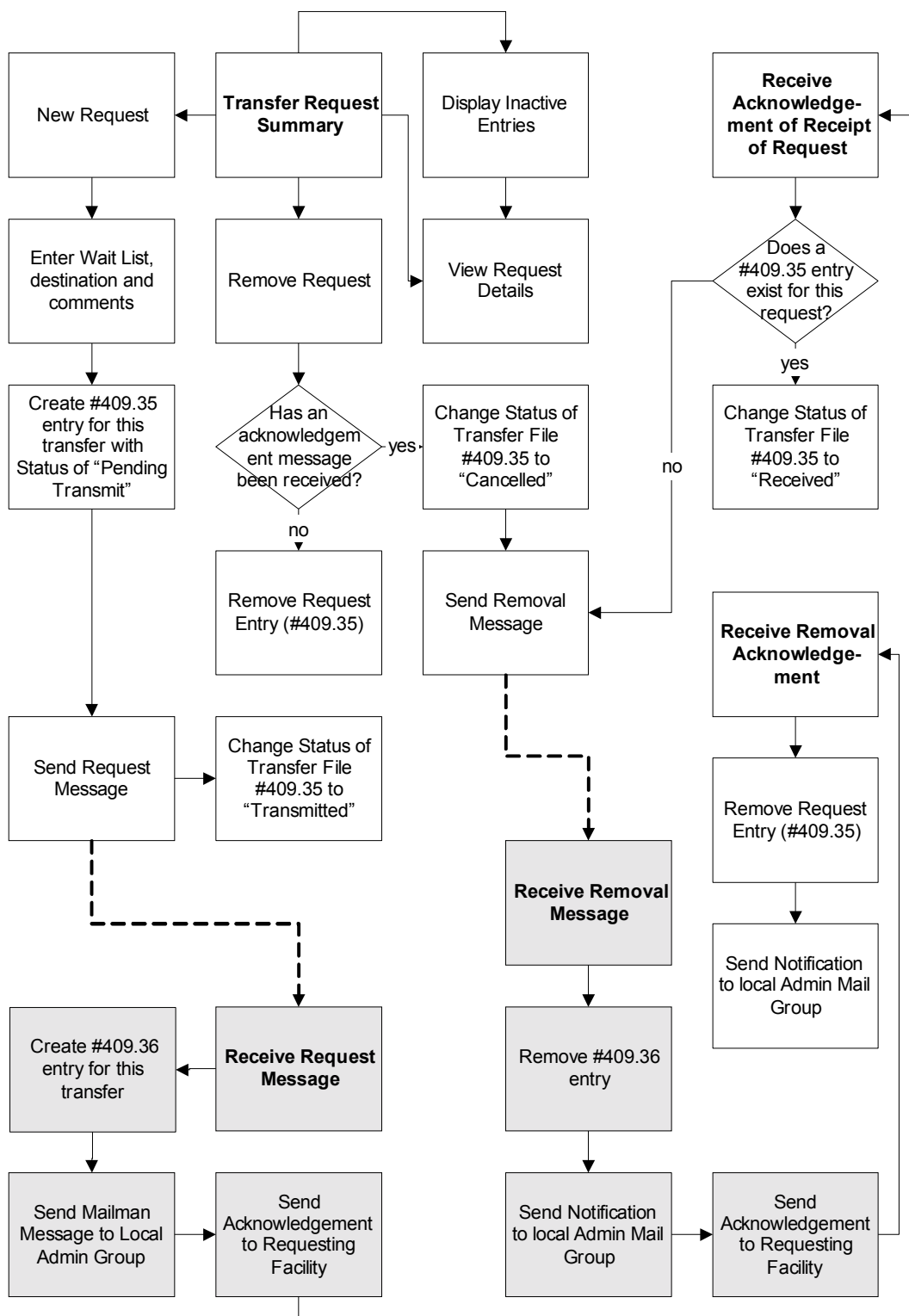| SDWL TRANSFER ACCEPT (#409.36)		
.01	NAME	Free Text
.02	SEX	Set of codes
.03	DATE OF BIRTH	Date
.09	SOCIAL SECURITY NUMBER	Free text
.1	REQUESTING STATION NUMBER	Numeric
.111	STREET ADDRESS [LINE 1]	Free text
.112	STREET ADDRESS [LINE 2]	Free text
.113	STREET ADDRESS [LINE 3]	Free text
.114	CITY	Free text
.115	STATE	Pointer to STATE (#5)
.116	ZIP CODE	Numeric
.117	COUNTY	Pointer to COUNTY (#5.1)
.1217	TEMPORARY ADDRESS START DATE	Date
.1218	TEMPORARY ADDRESS END DATE	Date
.131	PHONE NUMBER	Free text
.2	TRANSMISSION DATE/TIME	Date
.301	SERVICE CONNECTED?	Set of codes
.302	SERVICE CONNECTED PERCENTAGE	Numeric
.361	PRIMARY ELIGIBILITY CODE	Free text
.4	COMMENTS	Word processing
.5	SENDING FACILITY TRANSFER ID	Free text
4	WAIT LIST TYPE	Set of codes
5	WAIT LIST TYPE EXTENSION	Free text
22	DESIRED DATE OF APPOINTMENT	Date
991.01	INTEGRATION CONTROL NUMBER	Numeric

V. Technical Information
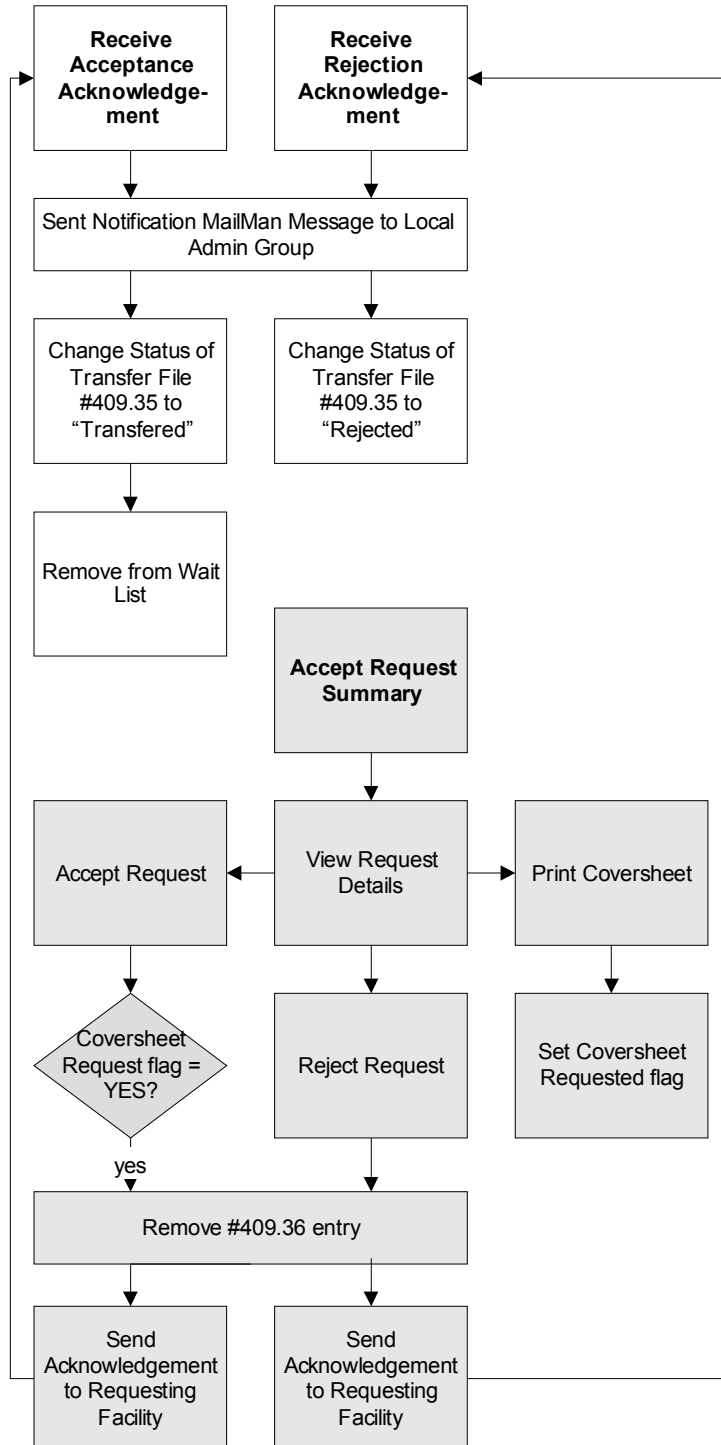
EWL, SD*5.3*415, requires the following patches:

- SD*5.3*327

For additional information on patch dependencies, please refer to the Electronic Wait List installation section of patch SD*5.3*415.

1. Flow Chart: Transmit

```
┌──────────────┐    ┌──────────────────┐    ┌──────────────────┐         ┌──────────────────┐
│ New Request  │◄───│ Transfer Request │    │ Display Inactive │         │     Receive      │
│              │    │    Summary       │    │     Entries      │         │ Acknowledge-     │
└──────────────┘    └──────────────────┘    └──────────────────┘         │ ment of Receipt  │
        │                   │                        │                    │   of Request     │
        ▼                   ▼                        ▼                    └──────────────────┘
┌──────────────┐    ┌──────────────────┐    ┌──────────────────┐                  │
│ Enter Wait   │    │  Remove Request  │    │  View Request    │                  ▼
│ List,        │    │                  │    │    Details       │         ┌──────────────────┐
│ destination  │    └──────────────────┘    └──────────────────┘         │  Does a          │
│ and comments │            │                                            │  #409.35 entry   │
└──────────────┘            ▼                                            │  exist for this  │
        │           ◇ Has an           ◇ ─── yes ──┐                     │  request?        │
        ▼             acknowledgem                 │                      ◇                 │
┌──────────────┐      ent message                  ▼                          │  yes
│ Create       │      been received?       ┌──────────────────┐               ▼
│ #409.35      │            │              │ Change Status of │      ┌──────────────────┐
│ entry for    │           no             │ Transfer File    │      │ Change Status of │
│ this transfer│            ▼              │ #409.35 to       │      │ Transfer File    │
│ with Status  │    ┌──────────────────┐   │ "Cancelled"      │      │ #409.35 to       │
│ of "Pending  │    │ Remove Request   │   └──────────────────┘      │ "Received"       │
│ Transmit"    │    │ Entry (#409.35)  │           │                 └──────────────────┘
└──────────────┘    └──────────────────┘           ▼
        │                                  ┌──────────────────┐  no
        ▼                                  │ Send Removal     │◄─────
┌──────────────┐    ┌──────────────────┐   │ Message          │      ┌──────────────────┐
│ Send Request │───►│ Change Status of │   └──────────────────┘      │ Receive Removal  │
│ Message      │    │ Transfer File    │           ┊                 │ Acknowledge-     │
│              │    │ #409.35 to       │           ┊                 │ ment             │
└──────────────┘    │ "Transmitted"    │           ┊                 └──────────────────┘
        ┊           └──────────────────┘           ▼                          │
        ┊                                  ┌──────────────────┐               ▼
        ┊                                  │ Receive Removal  │      ┌──────────────────┐
        ┊                                  │ Message          │      │ Remove Request   │
        ▼                                  └──────────────────┘      │ Entry (#409.35)  │
┌──────────────┐    ┌──────────────────┐           │                 └──────────────────┘
│ Create       │◄───│ Receive Request  │           ▼                          │
│ #409.36      │    │ Message          │   ┌──────────────────┐               ▼
│ entry for    │    │                  │   │ Remove #409.36   │      ┌──────────────────┐
│ this transfer│    └──────────────────┘   │ entry            │      │ Send Notification│
└──────────────┘                           └──────────────────┘      │ to local Admin   │
        │                                          │                 │ Mail Group       │
        ▼                                          ▼                 └──────────────────┘
┌──────────────┐    ┌──────────────────┐   ┌──────────────────┐      ┌──────────────────┐
│ Send Mailman │───►│ Send             │   │ Send Notification│      │ Send             │
│ Message to   │    │ Acknowledgement  │   │ to local Admin   │─────►│ Acknowledgement  │
│ Local Admin  │    │ to Requesting    │   │ Mail Group       │      │ to Requesting    │
│ Group        │    │ Facility         │   └──────────────────┘      │ Facility         │
└──────────────┘    └──────────────────┘                            └──────────────────┘
```

Flow Chart: Receive

```
┌──────────────┐      ┌──────────────┐
│   Receive    │      │   Receive    │
│  Acceptance  │      │  Rejection   │
│ Acknowledge- │      │ Acknowledge- │
│     ment     │      │     ment     │
└──────┬───────┘      └──────┬───────┘
       │                     │
       ▼                     ▼
┌─────────────────────────────────────┐
│ Sent Notification MailMan Message to │
│          Local Admin Group           │
└──────┬──────────────────────┬────────┘
       │                      │
       ▼                      ▼
┌──────────────┐      ┌──────────────┐
│  Change Status of │  │ Change Status of │
│  Transfer File    │  │ Transfer File    │
│  #409.35 to       │  │ #409.35 to       │
│  "Transfered"     │  │ "Rejected"       │
└──────┬───────┘      └──────────────┘
       │
       ▼
┌──────────────┐
│ Remove from  │
│  Wait List   │
└──────────────┘
```

| Accept Request | View Request | Print Coversheet |
| Summary |

| Accept Request | ← | View Request Details | → | Print Coversheet |

| Coversheet Request flag = YES? | Reject Request | Set Coversheet Requested flag |

yes

| Remove #409.36 entry |

| Send Acknowledgement to Requesting Facility | Send Acknowledgement to Requesting Facility |

2. Routine Summary

Ten new routines are included with this patch, as follows:

SDWLIFT
This routine is the background utility for SDWL Transfer Message Server option and handles message requests and acknowledgements.

SDWLIFT0
This routine is the background utility for SDWL Transfer Message Server option and handles message requests and acknowledgements. It is an overflow routine and performs the same kind of tasks as SDWLIFT.

SDWLIFT1
This routine is the Transfer Request Summary. It displays active transfer requests and allows management and enquiries of requests.

SDWLIFT2
This routine displays the details of Transfer Requests. It is called from SDWLIFT1 and allows a fuller description than shown on the summary screen.

SDWLIFT3
This routine provides the processing for New Transfer Requests. It is here that the user selects the patient, Wait List entry, destination facility and any explanatory comments that may be required.

SDWLIFT4
This routine allows requests to be removed. If requests are pending transfer, they are simply removed from the Transfer file. If the request has been sent to the destination facility, as removal message is sent to countermand the previous request.

SDWLIFT5
This routine is the Transfer Acceptance Summary. It displays all requests that have been received and are awaiting action.

SDWLIFT6
This routine displays the details of a Transfer Request for an accepting facility. It also allows the user to print a coversheet and accept or reject the transfer.

SDWLIFT7
This routine prints a report of current transfers.

SDWLRSRS
This routine is an "overflow" from SDWLRSR (see below) as the changes introduced increased the size beyond the SACC maximum.

Four existing EWL routines have been changed

SDWLE
SD WAIT LIST ENTER/EDIT has been changed so EWL entries for which there is a currently active transfer in progress are inhibited from editing.

SDWLROI
Wait List (Sch/PCMM) Statistic Report. The addition of a new Disposition code meant this routine had to be change to accommodate it. Processing was added to calculate figures for the new code and an extra column was fitted into the report to display the figures.

SDWLRSR
Enrollment Wait List (Sch/PCMM) Statistic Report. The changes to this report were almost identical to those described for SDWLROI.

SDWLRSRS
Enrollment Wait List (Sch/PCMM) Statistic Report sort section. This routine was created to cope with SDWLRSR growing beyond the SACC maximum in the same way as SDWLROI.

3. Protocols
The following protocols have been added with patch SD*5.3*415
- Accept [SDWL XFER ACC ACCEPT] is an action to accept a request at the receiving facility.
- SDWL Transfer Accept Menu [SDWL XFER ACC MNU MAIN]
- SDWL Transfer Accept Details [SDWL XFER ACC MNU VIEW]
- Print Coversheet [SDWL XFER ACC PRINT C/S]
- Reject [SDWL XFER ACC REJECT] - An action to reject a request at the receiving facility.
- View Details [SDWL XFER ACC VIEW] is an action to view the details of a request at the receiving facility.
- Display Inactive Entries [SDWL XFER REQ INAC]
- SDWL Transfer Inactive Entries [SDWL XFER REQ MNU INAC]
- SDWL Transfer Request Menu [SDWL XFER REQ MNU MAIN]
- SDWL Transfer Request Remove Menu [SDWL XFER REQ MNU REMV]
- SDWL Transfer Request Details [SDWL XFER REQ MNU VIEW]
- New Transfer [SDWL XFER REQ NEW]
- Remove Transfer Request [SDWL XFER REQ REMV]
- Remove [SDWL XFER REQ REMV CONF] - An action to cancel a request at the requesting facility.
- View Request Details [SDWL XFER REQ VIEW]

4. Menu Options

Five new Electronic Wait List options were added with patch SD*5.3*415:

- Wait List (Sch/PCMM) Utilities [SD WAIT LIST UTILITIES] Top level menu option.
- Inter-Facility Transfer Accept [SDWL TRANSFER ACCEPT] Under Wait List Utilities.
- Inter-Facility Transfer Request [SDWL TRANSFER REQUEST] Under Wait List Utilities.
- SDWL Transfer Message Server [SDWL-XFER-SERVER] Background option for messaging control.
- Print Transfer Requests [SDWL TRANSFER PRINT REQUESTS] Under Wait List Reports menu.

One Electronic Wait List option was modified:

- Appointment (Sch/PCMM) Wait List Report [SD WAIT LIST APPT REPORT]

5. List Templates

Six new List Templates have been added with patch SD*5.3*415
- SDWL TRANSFER ACC MAIN
- SDWL TRANSFER ACC VIEW
- SDWL TRANSFER REQ INAC
- SDWL TRANSFER REQ MAIN
- SDWL TRANSFER REQ REMV
- SDWL TRANSFER REQ VIEW

6. Reports

A new report has been created to provide a list of transfer requests called Print Transfer Requests. It is called with the command SDWL TRANSFER PRINT REQUESTS or as an option from Wait List (Sch/PCMM) Reports menu.

Two existing EWL statistics reports have been modified to include the new Disposition Code TR, Wait List (Sch/PCMM) Statistic Report and Enrollment Wait List (Sch/PCMM) Statistic Report.

7. Bulletins

The new mail group SDWL-TRANSFER-ADMIN was added to transfer receive the appropriate message for the SDWL-XFER-SERVER option.

The messages are all handled in the background as they transmit data back and forth. For appropriate events, MailMan messages are sent to a locally defined mail group, SDWL-TRANSFER-ADMIN

Example message

```
Subj: Request for transfer of EWL patient accepted  [#177995] 06/17/05@14:05
4 lines
From: POSTMASTER  In 'IN' basket.   Page 1  *New*
-------------------------------------------------------------------------------
The request to transfer EWLPATIENT, ONE to BAY PINES VAMC (516) has been
accepted by the receiving facility.


The status has been updated and can be viewed in SDWL TRANSFER REQUEST


Enter message action (in IN basket): Ignore//
```

8. Data Dictionary Modification

For SD Wait List file (409.3)

A new code of TR: Transferred has been added as a reason a patient has been removed from the Wait List..

DD Description:

```
DATA             NAME                 GLOBAL        DATA
ELEMENT          TITLE                LOCATION      TYPE
-------------------------------------------------------------------------------


409.3,21         DISPOSITION           DIS;3 SET

                                      'D' FOR DEATH;
                                      'NC' FOR REMOVED/NON-VA CARE;
                                      'SA' FOR REMOVED/SCHEDULED-ASSIGNED;
                                      'CC' FOR REMOVED/VA CONTRACT CARE;
                                      'NN' FOR REMOVED/NO LONGER NECESSARY;
                                      'ER' FOR ENTERED IN ERROR;
                                      'TR' FOR TRANSFERRED;
                 LAST EDITED:         MAR 18, 2005
                 HELP-PROMPT:         Select a reason for removing the patient the
                                      wait list.
                 DESCRIPTION:         Reason patient has been dispositioned from Wait
                                      List(Sch/PCMM)
```

VI. Examples of new functionalities

The function, Inter-Facility Transfer Request is available from the Wait List (Sch/PCMM) Utilities menu and allows the user to request a new transfer, display inactive entries, Remove a transfer request, and view the details of a request or to quit.

```
INTER-FACILITY TRANSFER REQUEST May 09, 2005@11:37:11        Page:    1 of    1
User: EWLUSER, ONE
   Name                         SSN          Transfer to         Status
 ** No active transfer details to display...




          Enter ?? for more actions
N   New Transfer                         R    Remove Transfer Request
D   Display Inactive Entries             V    View Request Details
Select Action: Quit//
```

To take the option to request a new transfer, the user should enter "N" at the Select Action: prompt. They will then be prompted to enter the Wait List patient,

`Select SD WAIT LIST PATIENT:`

If there are more than one Wait List entries for the selected patient, they will be displayed and the user will be prompted to select the intended one.

Once the Wait List entry has been selected, the user will be prompted to enter the institution to which the request is to be made.

`Select Institution to transfer to:`

Any three digit national code will be accepted but there must be a valid Domain associated with it. If not, an error message will be returned.

Finally, the user may enter some optional free-text comments, which may be necessary to give a fuller description of the context of the veteran's appointment.

The message is then compiled and sent to the requested Domain. The transfer status is initially set to PENDING XMIT until the message is sent, when it becomes TRANSMITTED. When the message is received at the destination facility, an acknowledgement is returned. When this acknowledgement arrives, the status is changed to RECEIVED.

To view the details of a request, the user should enter "V" at the Select Action: prompt of the Inter-Facility Transfer Request screen. This displays a new screen of the transfer details.

```
INTER-FACILITY XFER DETAILS    May 09, 2005@11:58:47         Page:    1 of    1
User: EWLUSER,ONE
--------------------------------------------------------------------------------
Name: EWLPATIENT, ONE                        Status:        TRANSMITTED
SSN:  666-05-0155P                   Date of birth: MAY 1,1955
Wait List Type:  SPECIFIC CLINIC : PRIMARY CARE
Transfer to: CHEYENNE VAMROC
Comments:




















----------Enter ?? for more actions-------------------------------------------
Select Item(s): Quit//
```

To view inactive requests, the user should enter "D" at the Select Action: prompt of the Inter-Facility Transfer Request screen. This displays a new summary screen of transfer requests that have been resolved in some way; having had a request made and either by being accepted or rejected by the receiving facility.

To remove a request, the user should enter "R" at the Select Action: prompt of the Inter-Facility Transfer Request screen. This displays a new screen of the transfer details as the View Details screen but with a prompt to confirm that the request should be removed.

```
INTER-FACILITY XFER REMOVE    May 09, 2005@12:07        Page:   1 of   1
User: EWLUSER,ONE
--------------------------------------------------------------------------------
Name: EWLPATIENT, ONE                       Status:      TRANSMITTED
SSN:  666-05-0155P                 Date of birth: MAY 1,1955
Wait List Type:  SPECIFIC CLINIC : PRIMARY CARE
Transfer to: CHEYENNE VAMROC
Comments:




----------Enter ?? for more actions-----------------------------------------
R    Remove
Select Item(s): R//
```

If the message is pending transmission, the transfer record is simply removed. If the request has been sent, the status is changed to CANCELLED and a removal request is sent to the receiving facility. When this removal request is received, the details are removed from the file at the destination facility and a notification mail message sent to the Transfer Administration mail group, SDWL-TRANSFER-ADMIN. Then an acknowledgement message is returned to the requesting facility. When this acknowledgement is received, the record is removed at the sending facility and a notification message sent to the Transfer Administration mail group there.

The function, Inter-Facility Transfer Accept, allows the user to accept or reject a new transfer, and to display or print the patient's details. It is available from the Wait List (Sch/PCMM) Utilities menu.

When a transfer request arrives, the details are placed on a holding file (SDWL TRANSFER ACCEPT, #409.36) and a notification message is sent to the Transfer Administration mail group, SDWL-TRANSFER-ADMIN at that facility. The user may then access the patient's details in order to enter them on the system by, for instance, making a Scheduled Appointment or adding them to the Electronic Wait List.

```
INTER-FACILITY TRANSFER ACCEPT May 09, 2005@12:22:08          Page:    1 of   1
   Name                           Transmission date    Sending Institution
1  EWLPATIENT, ONE                    MAY 09, 2005@12:22:03 VAMC ALBANY




















          Enter ?? for more actions
V    View Details
Select Action: Quit//
```

The user has the option to view the details by entering "V" at the Select Action: prompt.

This displays a new screen with all the transfer details and the options to print a coversheet, accept or reject the transfer.

```
INTER-FACILITY XFER DETAILS   May 09, 2005@12:23:27          Page:    1 of   1

Transmg. Inst: VAMC ALBANY                    Transmn. Date: MAY 09, 2005@12:22:03
Name: EWLPATIENT, ONE              Sex: FEMALE DoB: MAY 01, 1955 SSN: 666050155P
Address: 212 NE 3
         DALLAS
         YOLO
         TEXAS 75214
Service connected: YES  Percentage: 50
Primary Eligibility: SERVICE CONNECTED 50% to 100%
Wait List Type: SPECIFIC CLINIC : PRIMARY CARE
Desired Date of Appt: DEC 14, 2002  Integration Control Number: 5000000167
Comments:








          Enter ?? for more actions
A    Accept               P    Print Coversheet    R    Reject
Select Item(s): Quit//
```

the user may enter "P" to print the coversheet, "R" to reject the request, "A" to accept the request or "Q" to quit back to the summary screen.

The option to print a coversheet must be taken before the request can be notified as accepted. The details displayed on this screen are held in a transient file which are removed when the accept option is taken. If the request is accepted before a record is taken or an EWL or scheduled appointment is made, the details may be lost.

If the option to accept is taken, a confirmatory prompt appears to ensure that the details have been recorded elsewhere.

```
Do you confirm that the appropriate action was taken to schedule this patient
for an appointment or she/he has EWL entry and the cover sheet has been printed?
N//
```

The acceptance will go ahead after the response, YES is given. The name of the person accepting the request is then sent back to the requesting facility and is stored on the file SDWL TRANSFER REQUEST (#409.35).

If accept or reject is selected, the details are removed from the holding file and a message is sent back to the requesting facility. When the message arrives, the transfer file is update with this outcome. If the transfer has been accepted, the patient's Wait List entry is closed with the current date and the name of the one making the request and a disposition status of Transferred is given.